

Step-By-Step Benefits Enrollment Guide How To Enroll In Benefits

Items Needed before Enrolling

- Dependents/beneficiary information including date of birth and social security number.
- Name and address of your physician(s). Required to complete the Primary Care Provider (PCP) section for your State Health Plan.

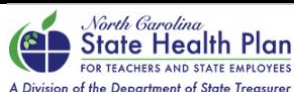
Accessing Employees Self Service in eEnroll

1) Visit the State Health Plan portal at:

www.shpnc.org

➤ Click 'Enroll Now'

A page similar to the right is displayed.



Need help with enrollment?

Open Enrollment is Oct. 1 - 31, 2016.
Learn how to make changes to your plan
by watching our "How to Enroll" video!

[View the video now!](#)



Enroll Now



Find a Doctor



My Personal Health Portal



Health Benefits Estimator

1) Select the '**Login to eEnroll through BEACON**' option

State Health Plan for Teachers and State Employees Enroll Now

To enroll or make changes to your State Health Plan, please select the organization you use any of the following systems, please

Enroll Using e-Enroll

(State Health Plan's Enrollment System)

Login to eEnroll

Retirees Using the ORBIT System

Login to eEnroll through ORBIT

Employees Using the BEACON System

Login to eEnroll through BEACON

N.C. State University Employees

Login to eEnroll through NCSU

Click **Login to eEnroll through BEACON**

2) Login by entering your Login ID and Password.

If you have not logged into the eEnroll system before to create a Login ID or Password, you will need to click on **'Create an Account'**.

If you have forgotten your Login ID or Password, or are receiving an error message, click on **'Can't access your account'** option to reset your Login ID and password.

Welcome!

Welcome to eEnroll - your online resource for all of your benefit enrollment needs. This simple program makes it easy to sign up for your benefits the first time as well as make any changes thereafter. Now, instead of calling Customer Service, you can access your benefit information from the comfort of your own home any time of the day or night. With eEnroll, your benefit information is at your fingertips.

Need help using the application?

Call toll free: 855-859-0966
Monday through Friday, 8:00 a.m. to 5:00 p.m. ET

Benefit Enrollment Login

Login ID
Password

Log In →

Can't access your account?
Create an account

Supported Browsers
[Learn about Officially Supported Browsers](#)

3) Follow the prompts to create your personal Login and Password.



Create your account

Provide your identifying information

Last Name *

Date of Birth * (mm/dd/yyyy)

Last four digits of Social Security Number *

Security check

☐ I'm not a robot



Next

Cancel

4) To ensure security, you will be asked to select pictures in answer to a question.

A page similar to the right is displayed.

Click **'Verify'** once you have selected the appropriate pictures.

Once confirmed that 'You are not a Robot', click **'Next'**.

The screenshot shows the 'Create your account' page with a security check. The page title is 'Create your account'. Below the title, it says 'Provide your identifying information'. There are three input fields: 'Last Name *', 'Date of Birth * (mm/dd/yyyy)', and 'Last four digits of Social Security Number *'. Below these is a 'Security check' section with a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo. At the bottom of the form are 'Next' and 'Cancel' buttons. The CAPTCHA image grid contains several images, and the instruction 'Select all images with a store front.' is displayed at the top of the grid. A 'VERIFY' button is highlighted with a red box at the bottom right of the grid.

5) If you get an error message, "Failure to verify your identity. Please verify your account information or contact 855-859-0966 for assistance", please contact the phone number provided. Benefitfocus will research the issue. If you are unable to access the online enrollment, Benefitfocus can process a phone enrollment if needed.

The error may be due to 3 reasons:

- 1) If a New Hire, your personnel action may not have been entered in the BEACON system and transferred to Benefitfocus. Contact your Agency HR office for resolution.
- 2) Your account in Benefitfocus may not have been profiled to 'Allow user to login'. Benefitfocus can update this profile.
- 3) You may need to reset your Login ID and/or Password.

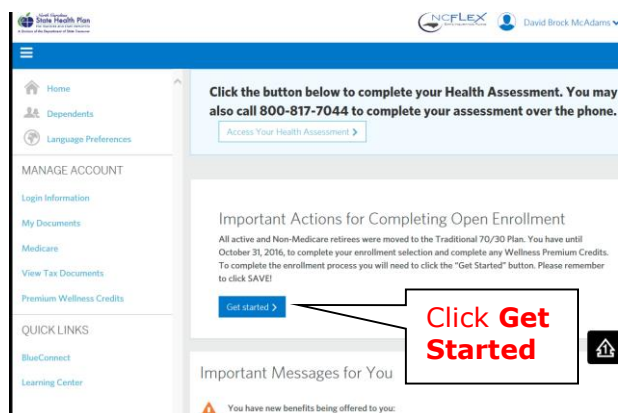
The screenshot shows the 'Create your account' section of the North Carolina State Health Plan website. A red rectangular box highlights an error message: "Failed to verify your identity. Please verify your account information or contact 855-859-0966 for assistance." Below the error message, there are input fields for "Last Name", "Date of Birth", and "Last four digits of Social Security Number". A "Security check" section includes a checkbox for "I'm not a robot" and a reCAPTCHA logo.

6) Once a login ID and password has been created, check the acknowledgement box and click '**Next**'

The screenshot shows the 'Statement of Understanding and Authorization' page. It includes a section for 'STATEMENT OF UNDERSTANDING AND AUTHORIZATION' and 'IMPORTANT LEGAL NOTICES'. At the bottom, there is a checkbox labeled "By checking the box, I certify that I agree to the above Statement of Understanding and Authorization and have read the Legal Notices." This checkbox is checked, and a red rectangular box highlights the "Next" button below it.

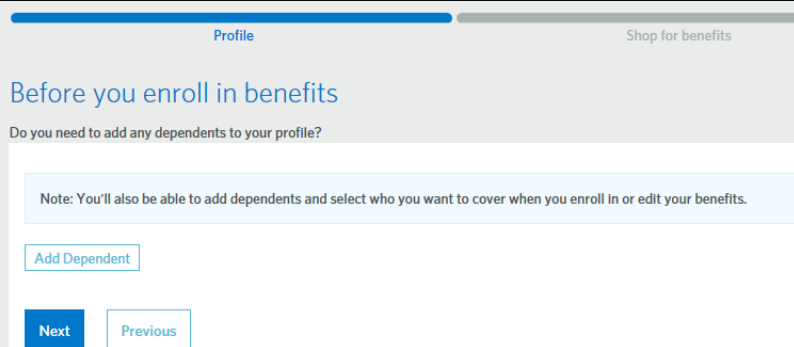
Starting your Benefits Enrollment

Logging in will take you to your enrollment portal. Click **'Get Started'**

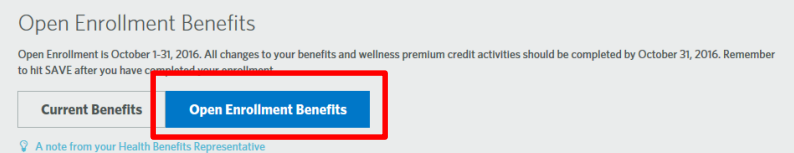


1) Before enrolling in benefits, you will have the option to add dependents into the eEnroll system. Click **'Add Dependents'** to enter demographic info on any dependents that you would like to enroll in a plan (you will need to enter their SSN).

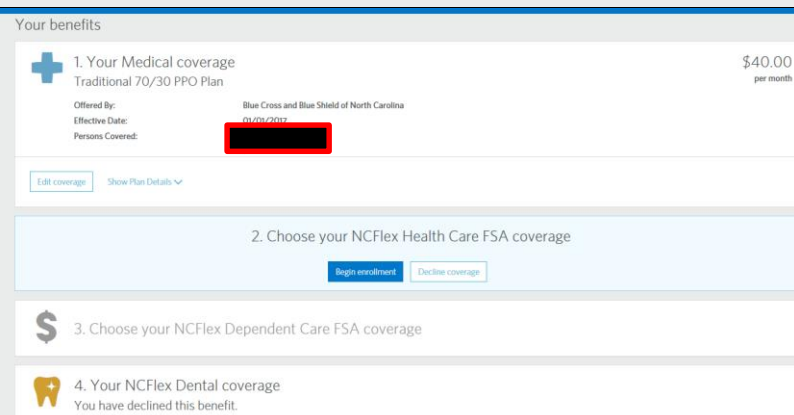
Once completed, click **'Next'**



2) You will be able to see your 'Current Benefits' platform and the 'Open Enrollment Benefits' Platform. Make sure you click on the **Open Enrollments Benefits** tab for 2017 enrollments.



3) You will be provided a list of plans to enroll in or decline. The Medical Plan will be the first in the list.



4) Click **'Edit coverage'** to edit the medical plan or **'Show Plan Details'** to review the coverage.



5) You will be asked to indicate why you are making this change: options are for 'Open Enrollment' or 'Life or family change'. For 2017 plan changes, click **'Open Enrollment'**. (Life changes should be completed under the Current Benefits platform.) Then click **'Next'**.

Medical

Please select a reason for changing your benefit coverage.

You are making a change to benefit elections. Why are you making this change?

- ☐ Open Enrollment
☐ Life or family change (ex. Marriage, birth, death, loss of other coverage, etc.)

You must have a qualifying life or family change to change coverage.

Note: All changes to your benefits must be approved by your Health Benefits Representative before they become effective.

[Next](#) [Previous](#) [Cancel](#)

6) A message regarding open enrollment will appear, click **'Close'** to continue through the enrollment process.

Open Enrollment takes place October 1-31, 2016

All active and Non-Medicare retirees were moved to the Traditional 70/30 Plan. You must take action! All three Wellness Premium Credit activities must be completed by October 31, 2016. Remember to click SAVE when you have completed your enrollment and print your Benefit Detail Report for your records. If you need assistance with navigating eEnroll you can view the Enrollment video or call the Support Center at 855-859-0966 M-F 8a.m.-10p.m and on Saturdays from 8a.m.-3p.m.

[Close](#)

7) All 3 medical options (70/30, 80/20 & CDHP 85/15) will show in a list.

Click **'Select plan'** for the plan you are choosing to enroll in.

FSA	Traditional 70/30 PPO Plan	\$40.00 Monthly Cost
Benefit Year Deductible	\$1,080 Individual/\$3,240 Family	
Office Visit Copay	\$40 Copay	
Preventive Care	\$40 Copay	
Specialist Visit Copay	\$94 Copay	
	Currently Selected Plan details	

FSA	Enhanced 80/20 PPO Plan	\$55.04 Monthly Cost
Benefit Year Deductible	\$1,250 Individual/\$3,750 Family	
Office Visit Copay	\$25; \$10 if you use PCP on ID card	
Preventive Care	\$0 Copay	
Specialist Visit Copay	\$85 Copay	
	Select plan Plan details	

FSA	Consumer Directed Health Plan (CDHP) with HRA	\$40.00
[method-startSection]		

8) You will also have an option to decline the plan if you are choosing not to enroll.

[Decline Coverage](#) I would like to decline Medical coverage.

9) After choosing a medical plan option, a 'Wellness Premium Credit Important Notice' will appear advising you to complete and SAVE. Click the **'X'** to continue through the enrollment process and complete all wellness credits.

Wellness Premium Credit Important Notice

You must complete all three credit activities to receive the full reduction to your premium. 1) Tobacco Attestation 2) Elect or Confirm the PCP for each dependent on the plan 3) Complete your Health Assessment. Remember to click SAVE when you have completed your enrollment.

10) The 'Tobacco User Attestation' is the first wellness credit requiring completion. To receive credit, you must indicate you are NOT a tobacco user or you agree to enroll in QuitlineNC.

If you indicate 'I am a tobacco user' you will not receive the premium reduction credit.

Once you indicate your tobacco use, click '**Next**' to continue.

[Tobacco User Attestation](#)

\$0.00 per month

You are NOT a tobacco user or you ARE a tobacco user and attest that you will enroll in QuitlineNC's multiple call program before the end of Open Enrollment or within 30 days of your date of hire. To enroll you must call 800-QUIT-NOW (800-784-8669).

I understand that making a false statement, representation or attestation to the Plan could result in my termination from the Plan and that by attesting to my tobacco status I am also agreeing to cooperate with the Plan in efforts to verify that status.

- ☐ I am not a tobacco user
- ☐ I am a tobacco user but agree to enroll in QuitlineNC
- ☐ I am a tobacco user

Next

11) Choosing a Primary Care Provider (PCP) is the next wellness credit option.

If you have not selected a PCP, click the '**Search**' button to find your provider. Follow the prompts to find and select your PCP.

If you have previously selected a PCP, the name should appear in the 'PCP Name' section.

Click '**Next**' to continue through the wellness credit applications.

Primary Care Provider

\$0.00 per month

Search from the list of providers to enter your PCP (Primary Care Provider) information.

PCP Name

Search

Next

12) Click the '**Access Your Health Assessment**' button. This will link you to the Active Health website to complete the assessment.

NOTE: Health Assessments for 2016 were deleted on 4/30/16. Employees are required to resubmit the assessment anytime from 5/1/16 thru 10/31/16 to obtain the health assessment wellness credit for 2017. If you completed the health assessment 5/1/16 or after or during annual enrollment, you will see a message, "**Success! Your Health Assessment has been completed!**"

Health Assessment

\$0.00 per month

Click the button below to complete your Health Assessment. You may also call 800-817-7044 to complete your assessment over the phone.

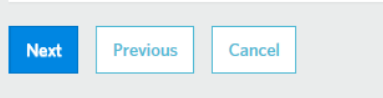
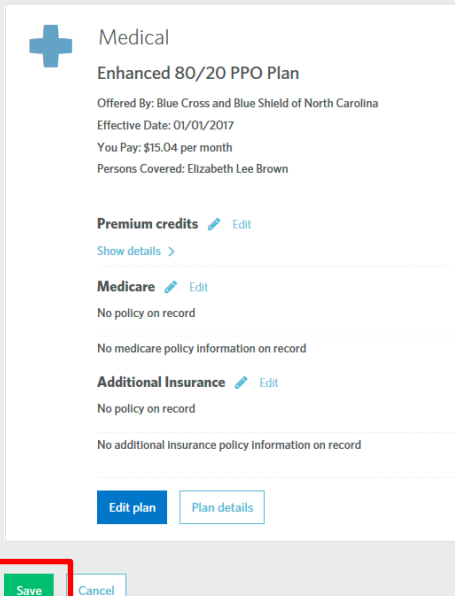
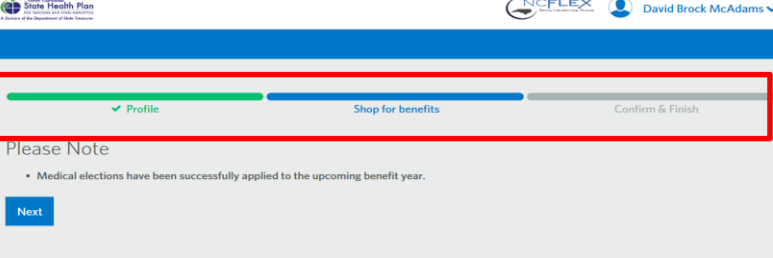
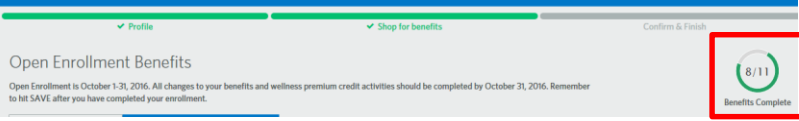
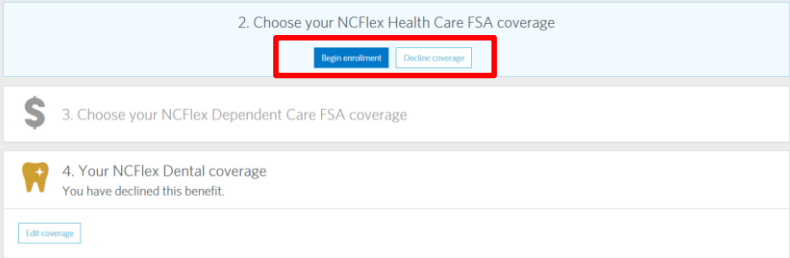

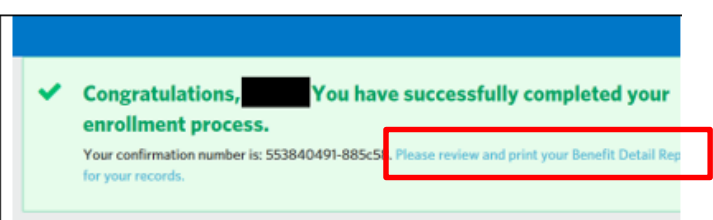
Access Your Health Assessment

OR

Health Assessment

Success! Your Health Assessment has been completed!

Access Your Health Assessment

13) Click ' Next ' to continue through the enrollment process.	
14) Once all wellness credits are completed, you will get a summary of the medical plan chosen. You will have the option to 'Edit' the plan if needed or click ' Save ' to continue through the enrollment.	
15) As you go through the enrollment process, you can follow your progress to completion from Profile , to Shop for benefits , to Confirm & Finish by viewing the icons at the top of your screen.	
16) Benefits Complete will indicate the number of enrollment steps left until completion. <u>Example</u> : 8/11 shows 8 of 11 steps are completed.	
17) Once the medical plan has been enrolled or declined, you will see a list of remaining plans where you can choose to enroll or decline coverage. You must enroll or decline for each plan in order to complete and save your enrollment changes.	
18) Once you have enrolled or declined, be sure to ' Save ' your enrollment changes. If you return home before saving, your plan changes for annual enrollment will not be completed or saved.	
19) Upon completion of annual enrollment and saving your changes, you will get a message stating, ' Congratulations...You have successfully completed your enrollment. ' You will then have the option to print your ' Benefits Detail Report ' by clicking on the link.	

Important Benefit Enrollment Tips:

State Health Plan Selection	<ul style="list-style-type: none"> • ALL employees currently enrolled in a medical plan were dropped to the 70/30 plan. Employees will need to complete the enrollment process to change to a different plan. • There is a tobacco attestation wellness credit that must be completed for the 70/30 plan in order to reduce the employee only premium. • SSN is REQUIRED for dependents over the age of 6 months. If SSNs are not provided, those dependents will be dropped effective 1/1/17.
Health Assessment	<ul style="list-style-type: none"> • Health assessments were deleted as of 4/30/16. • Employees need to completed the health assessment anytime between 5/1/16 & 10/31/16 in order to get the assessment credit for the 2017 plan year.
Tobacco Attestation	<ul style="list-style-type: none"> • To receive the credit, employees must be tobacco free OR enroll in QuitlineNC. • QuitlineNC is the ONLY cessation plan available to receive this credit.
Pharmacy Benefits	<ul style="list-style-type: none"> • As of 1/1/17, CVS Caremark will become the new Pharmacy Benefit Manager. (Previously for 2016, it was Express Scripts.) • Members will receive new ID cards.
NC Flex Plan Selections	<ul style="list-style-type: none"> • FSA – Employees must re-enroll in the FSA's each year. These plans do not automatically resume. • All other plans will automatically roll into the 2017 plan year. • Group Term Life – Employees can increase coverage by \$20,000 up to the guaranteed amount (\$200,000) with no EOI. • Cancer – No EOI required for annual enrollment. • Voluntary AD&D – Coverage available in increments of \$50,000. Employees previously enrolled in odd increments (\$75K, 125K, etc.) will be rolled up to the next even dollar amount. Core AD&D is still available at no charge. • Critical Illness – Plan offers a new \$25k option in addition to the \$15k already available. • Dental – MetLife is the new dental vendor! • Vision – No change in rates for 2017! • Tricare – Offered as a supplemental plan for retired military employees!
Annual Enrollment Effective Dates & Premium Deductions	<ul style="list-style-type: none"> • Effective date = 1/1/17 • Premium Deductions Begin: <p style="margin-left: 40px;">State Health Plan = Dec 2016 Payroll</p> <p style="margin-left: 40px;">NC Flex Plans = Jan 2017 Payroll</p>